

JOB DESCRIPTION

JOB TITLE: Receptionist

REPORTS TO: Practice Manager

SUMMARY: The receptionist answers telephones, greets and escorts clients and patients to the assigned waiting room, receives and transmits telephone and other messages, and presents a professional image of the practice to callers and visitors.

DUTIES:

- Answer telephones and place calls quickly, efficiently and in a professional and friendly manner, using a multi-line telephone system
- Greet clients, enter or update client and pet information into practice computer system, escort to examination room
- Create or update client and pet files, insure charts are accurately filed in appropriate place
- Receive and transmit telephone and fax messages accurately and promptly
- Answer client's inquiries about hospital policies and basic pet care questions
- Prepare client invoices and obtain payment after services performed
- Maintain the appearance of the business office
- Other duties as assigned

QUALIFICATIONS:

- Must have basic computer skills
- Experience in veterinary field preferred
- Must be able to type 45 words per minute
- Ability to use a 10 key calculator preferred
- Must be able to understand and carry out oral and written directions
- Must have completed high school or equivalent
- Must be able to work independently
- Must be able to deal intelligibly, pleasantly and efficiently with clients on the telephone and in person
- Must be able to keep simple records and perform clerical work with speed and accuracy
- Must be flexible in attitude and work habits
- Must be able to lift and carry 25 pounds
- Must be able to sit or stand for extended periods of time